

SOCIAL SERVICES SENIOR PROGRAM ASSISTANT

GENERAL DEFINITION OF WORK:

FLSA Status: Non-Exempt

Performs intermediate skilled clerical work providing a variety of administrative, secretarial and office management support functions; does related work as required. Work is performed under regular supervision. Limited supervision may be exercised over subordinate personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Preparing, maintaining, retrieving and receiving records and files; taking dictation; typing, word and data processing duties; serving as receptionist; assisting the public.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Gathers and enters a variety of complex data into computer system; formats and prepares a variety of complex and specialized reports; handles confidential data and other sensitive information.
- Types general correspondence, memorandum, reports, schedules, official notices, statistical tables, responses, bids, bid tabulations, case records and other materials from rough draft, copy, marginal notes or verbal instruction.
- Orders supplies and maintains various inventories; verifies budget balances; matches purchase orders and invoices; applies appropriate budget codes; maintains vendor files.
- Receives, processes and accounts for various revenues; receives and processes various applications; reviews incoming items for accuracy, completeness and conformance to departmental requirements.
- Researches claims discrepancies between systems and recommends problem resolution; monitors claims payments and recommends additional action.
- Assists in designing and documenting processes for fraud, claims processing and collections and community programs.
- Maintains accounting records; assists with budget preparation, maintenance and account reconciliation; submits claims for reimbursement; assists with revenue maximization activities.
- Composes correspondence of a routine and recurring nature in accordance with established procedures.
- Develops and maintains cross-referenced office files and a variety of other specialized records; sets up filing systems; sorts, indexes and files material alphabetically, numerically, geographically or by other predetermined classification.
- Receives and screens telephone calls; answers inquiries regarding unit operations and directs calls to staff and other offices as appropriate.
- Provides direction, training and assistance to other employees; organizes, prioritizes and assigns work; monitors status of work; inspects completed work; troubleshoots problem situations.
- Operates standard office, data entry and word processing equipment; receives and processes incoming and outgoing mail.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of office management and accounting practices and procedures; thorough knowledge and ability to use correct grammar, vocabulary and spelling; general knowledge of office automation equipment and software including word processing, database management and spreadsheets; ability to communicate ideas effectively in both oral and written forms; ability to gather and give information and instructions on departmental programs based on inquiries; ability to enter data, key or type at a reasonable rate of speed; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school supplemented by courses in secretarial science and considerable clerical and office administration experience.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

May require possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.